

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3227

TITLE: HUMAN SERVICE WORKER I

GRADE: S-18

DEFINITION:

Under general supervision, determines initial and continuing eligibility of economically disadvantaged individuals and families for federal, state, and local public assistance programs; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is the full performance level for positions assigned to public assistance program service.

ILLUSTRATIVE DUTIES:

Conducts interviews to determine initial and continuing eligibility for public assistance programs;
Interprets, applies, and explains federal, state, and County policies covering public assistance programs to applicants, service providers, the general public, and other interested parties;
Secures, verifies, and evaluates necessary social, financial, and medical information to determine the need for public assistance;
Authorizes public assistance (e.g., medical aid, financial assistance, food coupons) based on client circumstances and public assistance program requirements;
Ensures timely processing of applications to meet client needs and program policy mandates;
Compiles and maintains data and documents, and may prepare written narratives to support eligibility determinations;
Prepares appeal documents and may represent the agency in administrative appeals filed by clients;
Refers clients to other County programs and/or community organizations for needed services.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of basic human behavior and social problems;
Ability to understand and apply federal, state, and local laws governing public assistance and welfare reform;
Ability to make arithmetical computations;
Ability to communicate effectively, both orally and in writing;
Ability to schedule and manage workload sufficient to meet deadlines;
Ability to use automated technology to establish and maintain case records;
Ability to read and apply program policies and procedures;
Ability to establish and maintain effective working relationships with clients, co-workers, and other human service providers.

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EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to graduation from an accredited college or university with a bachelor's degree in psychology, sociology, human resources, education, or related field.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: April 27, 1998